

FORT JACKSON CLAIMS OFFICE
PROCEDURES FOR PROCESSING MISCELLANEOUS CLAIMS

1. Welcome to the Fort Jackson Claims Office. This instruction packet is designed to help you obtain "hasslefree" claims service. By following the instructions carefully, you should have everything required and in your possession when you are ready to file your claim.
2. These instructions apply to the following types of claims:
 - a. Loss or damage in quarters.
 - b. Vandalism to POV at quarters.
 - c. Theft.
 - d. Other.
3. Claims resulting from mechanical or structural defects (plumbing, electricity, etc.) in quarters should be reported to Family Housing (751-7567) immediately upon discovery. All other losses or damages, except laundry claims, should be reported to the Military Police (751-3113/3314).
4. If you have insurance, you must first file a claim against your insurer. Failure to contact your insurer immediately could result in nonpayment of your claim. Include a copy of the claim, your policy, and all correspondence from your insurer with your claim against the Army.
5. When you are ready to begin preparing your claim for filing, the following information will assist you. Please read all instructions carefully.
 - a. DD Form 1842 -CLAIM FOR LOSS OF OR DAMAGE TO PERSONAL PROPERTY INCIDENT TO SERVICE. You will need to complete blocks I thru 18. Be sure to identify the missing items on the DD Form 1844.
 - b. DD FORM 1844 -LIST OF PROPERTY AND CLAIMS ANALYSIS CHART. This is the form you will use to list the damaged property and repair/replacement costs. Please follow the example provided and be specific in describing the damage to each item claimed. Make sure you include the proper inventory number, cost and date purchased for each item claimed.
 - c. In most cases, a written, estimate is required to substantiate your damage. However a written estimate may not be required for minor damages providing the total amount of the damage does not exceed \$100.00. The repair estimate must be itemized as to the damage for each item being repaired. If an item is certified by a qualified repairman to be "damaged beyond repair, " or if the item is missing, you will need to obtain a written replacement cost. For replacement costs, please let us know where you obtained the cost by presenting either a written replacement from a dealer or a catalog quote. NOTE: WE WILL REQUIRE A WRITTEN ESTIMATE OF REPAIR ON ALL ELECTRONIC ITEMS WITH INTERNAL DAMAGES, i.e., STEREOS, TV's, VCRs, MICROWAVES, COMPUTERS, etc., REGARDLESS OF THE REPAIR AMOUNT (See attached repair report). PLEASE INSURE THAT THE REPAIRMAN STATES ON THE ESTIMATE HIS PROFESSIONAL OPINION AS TO THE ACTUAL CAUSE OF DAMAGE.

d. Two estimates of the repair are required for automobile damage if the damage is over \$500 unless your insurer provided you with an estimate. The estimate should list the specific damage to the item.

e. If repairs exceed the depreciated value of the item, you will need to provide proof of a reasonable replacement cost for the item or one that is the same or similar in style and quality. Photos, receipts from when you originally purchased the item, or other similar proof may be required for these items. Since the Post Exchange carries items at discount prices, you are encouraged to look there first; go to Customer, Service, obtain a price verification form, and have a sales person initial off the price of each item the PX carries. If items are not available at the PX, replacement costs may also be obtained from catalogs.

f. Estimate fees are reimbursable provided they have been paid in advance and are not credited by the repairman against the total cost at the time of repair.

g. We ask that you do not dispose of or repair any property without first contacting this office. An inspection may be required by our office to determine payment and salvage value. If you are not sure, please call our office. **FAILURE TO RETAIN AN ITEM UNTIL WE CAN INSPECT IT MAY RESULT IN DENIAL OF YOUR CLAIM REGARDING THIS ITEM.**

6. The following is a step-by-step checklist as a reminder for preparation of your claim:

- _____ Fill out blocks 1 thru 18 on DD Form 1842.
- _____ Determine if items need to be repaired or replaced and obtain estimates of repair and replacement costs.
- _____ Fill out DD Form 1844.
- _____ Ensure you have the following documents in addition to the claim forms:
 - _____ Power of Attorney (if applicable)

For loss in quarters claims due to mechanical or structural defects only:

- _____ Orders assigning soldier to on-post housing.
- _____ Statement from Family Housing or a copy of the contractor's work order confirming the loss or damage.

For loss or damage resulting from any other source:

- _____ Military Police report.

_____ Estimates of repair, replacement costs, proof of ownership, etc.

_____ Insurance claim or settlement (if applicable)

7. All forms must be completed in ink or typed and must be legible. You have two years from the date of the incident to file your claim against the Government. If you believe the action taken on your claim was erroneous, you may request reconsideration by submitting a written request, with supporting documentation, fully indicating the errors to the Claims Office.

8. Claims are done on an appointment basis. You may obtain an appointment by calling 751-8287. The claims office is located in Building 9475 on the corner of Kemper and Kershaw, Monday through Friday. If you have any questions or require assistance, please call 751-4287.

9. The mailing address for the Claims Office is Office of the Staff Judge Advocate, ATTN: ATZJ-SJA-CSD, Fort Jackson, SC 29207-5045.